

## Grays Harbor PUD Offers Paperless Option

### Local News

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**Aberdeen-** Grays Harbor PUD now offers customers the option of viewing *and* paying power bills on-line. The new paperless billing option means customers not only can pay their bill on-line but can receive bills electronically rather than receive a paper bill in the mail. With many people using their computers and smart phones to conduct transactions, it made sense for Grays Harbor PUD to develop an on-line system for those customer who would prefer to receive their bills electronically, signing up for paperless billing is easy and the customer will still receive all the information included in a paper bill including energy usage, a breakout of the charges with the amount due and a link to the on-line version of the PUD's monthly newsletter. - Rob Hanny, PUD Information Technology Manager

The paperless billing will save postage and printing costs although the total cost savings will depend on the number of customers who utilize the service. "We already had a system in place that allows customers to pay their power bills on-line," said Hanny.

"We anticipate many of the customers who utilize the on-line bill payment system will be interested in enrolling in the electronic paperless billing as well. We have been hearing from customers that they would like paperless billing and we are happy to provide this new service."

The paperless billing and on-line bill payment system was developed by the PUD's Information Technology Department.

**Customer who haven't already signed up for on-line bill payment, and would like to receive and pay power bills electronically should go to the PUD's website to sign up:** Go to the Grays Harbor PUD website at [www.ghpud.org](http://www.ghpud.org). Click on "Pay Bill" button located on the right side of the home page. Click on "register" button and fill out the information. Be sure to click the "enrolled" box under Paperless Billing to receive bills electronically. **Customers already signed up for on-line bill payments, simply need to update their on-line bill payment information by adding the paperless billing option:** Go to Grays Harbor PUD website at [www.ghpud.org](http://www.ghpud.org). Access your on-line bill payment account. Click on the "enrolled" box under Paperless Billing to receive your bill electronically. Customers who sign up to receive paperless bills will begin receiving electronic bills to their specified email address in the next billing cycle. **Please note the following:** Customers signed up for on-line payments but do not select "Paperless Billing" will be able to make payments electronically but will still receive a paper bill. Customers who sign up for on-line bill payment and select "Paperless Billing" will receive their bill electronically and will be set up to make payments on-line, although they still may pay in person or by mail. Customers who are signed up for automatic bill payment *and* signed up for paperless billing will receive a paperless bill for their records only. Automatic payments will be deducted after the electronic bill is generated.